

Roll No.

Total Pages : 02

BT-6/J-22

46175

**SOFT SKILLS AND INTERPERSONAL
COMMUNICATION
OE-CS-302A/OE-IT-302A**

Time : Three Hours]

[Maximum Marks : 75

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

Unit I

1. What are the characteristics of an effective communication? Discuss verbal communication. Distinguish between interpersonal and intrapersonal communication. **15**
2. (a) Explain the flow of communication process model. How is feedback important? **8**
(b) List the main features of speaking skills. **7**

Unit II

3. Write the barriers to resolving conflict in communication. Discuss interpersonal and organizational barriers. Explain attention and word filters to overcome barriers. **15**

4. Explain the meaning and key elements of communication.
Write the objectives of an effective communication. 15

Unit III

5. What are the behavioral traits of personality development ?
Discuss the role of situation in personality development.

15

6. (a) Discuss the need and training required for
development of soft skills. 8

- (b) Explain the need and basic principle for organization
skills. 7

Unit IV

7. What is a Group Discussion (GD) ? Explain the Do's and
Dont's in a GD. Discuss the points to be followed while
addressing the members in a GD. 15

8. (a) State the different types of a Resume. Write the
general guidelines to be followed while preparing a
resume. 8

- (b) What are the different stages of an interview ? List
out the traits tested in an interview. 7